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Application Number	10/721,558
Filing Date	November 25, 2003
First Named Inventor	Ozugur, et al.
Art Unit	3628 3628
Examiner Name	Not Assigned T. Joseph
Attorney Docket Number	139164

(Use as many sheets as necessary)

Sheet	1	of	2	Attorney Docket Number	139164
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Examiner Signature	/Tonya Joseph/	Date Considered	01/31/2007
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Substitute for form 1449B/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use as many sheets as necessary)		Complete if Known			
		Application Number	10/721,558		
		Filing Date	November 25, 2003		
		First Named Inventor	Ozugur, et al.		
		Art Unit	3029 3628		
		Examiner Name	Not Assigned T. Joseph		
Sheet	2	of	2	Attorney Docket Number	139164

NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
TJ	D	THURMAN, et al.; Design of an Intelligent Web-Based Help Desk System; IEEE International Conference on Systems, Man, and Cybernetics; 12-15 Oct. 1997; pp. 2198-2203; Vol. 3	

Examiner Signature	/Tonya Joseph/	Date Considered	01/31/2007
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Substitute for form 1449/PTO

**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT**

(Use as many sheets as necessary)

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Application Number	
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First Named Inventor	Ozugur et al.
Art Unit	3628
Examiner Name	T. Joseph
Attorney Docket Number	139164

Sheet 1

of

1

NON PATENT LITERATURE DOCUMENTS

Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
TJ	AA	Webhelp - Products - ARENA Chat - 09-03-03 http://www.webhelp.com/webhelp/products/chat.jsp	
TJ	AB	ComTek International "Skill Routing" - 09-03-03 http://www.comtek-intl.com/sbr.htm	
TJ	AC	INFOTECH - Technology Backbone, Leading The Way With Technology	
TJ	AD	Webhelp - Products - CASE STUDY: Increase in Customer Conversion Rates	

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Sheet	1	of	1
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U. S. PATENT DOCUMENTS

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FOREIGN PATENT DOCUMENTS

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